GTE

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FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF SECRETARY

January 31, 1997

Mr. William Caton
Acting Secretary
Federal Communications Commission
Washington, DC 20554

RE: CC Docket No. 92-256 - (GTE ONA)

Dear Mr. Caton:

Enclosed is the fourth quarter, 1996 ONA Installation and Maintenance Non-Discrimination Report for Enhanced Services for the GTE Telephone Operating Companies filed pursuant to sec. 100 of the Commission's Memorandum Opinion and Order in CC Docket No. 92-256 released June 29, 1995 (11 FCC Rcd 1388).

This report covers the period from October 1, 1996 through December 31, 1996.

Please contact Gordon Maxson at (202) 463-5291 if further information is needed.

Sincerely,

Suzanne Carmel
Manager, Regulatory Affairs

C: Policy & Program Planning Division

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A part of GTE Corporation

GTE MAINTENANCE PARITY REPORT FOR ENHANCED SERVICES
(CC DOCKET 92-256)
OCTOBER , NOVEMBER , DECEMBER 1996

ALL OTHER CUSTOMERS

	SERVICE CATEGORIES	TOTAL REPORTS	APPOINT-MENTS MISSED	PERCENT MISSED	AVERAGE INTERVAL (HOURS)
1	BUSINESS LINE	114890	7621	6.63%	11.92
2	PBX	38382	3297	8.59%	11.72
3	CENTREX	644	171	26.55%	8.67
4	WATS	618	163	26.38%	11.90
5	MOBILE	316	89	28.16%	9.86
6	FEATURE GROUP A	0	-	-	-
7	FOREIGN EXCHANGE	997	-	-	7.13
8	FEATURE GROUP B	31	-	-	7.85
9	FEATURE GROUP D	726	-	-	16.68
10	DID (LINE AND TRUNK)	581	-	-	10.34
11	PACKET DDD ACCESS LINE	5	-	-	2.97
12	PACKET SYNCHRONOUS ACCESS LINE	13	-	-	54.38
13	PACKET ASYNCHRONOUS ACCESS LINE	1	-	-	1.57
14	PROTECTION ALARM	0	-	-	-
15	PROTECTION RELAYING	7	-	-	1.16
16	CONTROL CIRCUIT	371	-	-	16.82
17	TELEGRAPH GRADE 75 BAUD	9	-	-	24.07
18	TELEGRAPH GRADE 150 BAUD	0	-	-	-
19	VOICE- NON-SWITCHED LINE	98	-	-	14.24
20	VOICE-SWITCHED LINE	238	95	39.92%	6.00
21	VOICE-SWITCHED TRUNK	148	34	22.97%	7.15
22	VOICE AND TONE - RADIO LAND LINE	0	-	-	-
23	DATA LOW SPEED	96	-	-	4.08
24	BASIC DATA AND VOICE	7271	-	-	6.84
25	VOICE AND DATA- PSN ACCESS TIE TRUNK	158	-	-	4.14
26	VOICE AND DATA- SSN ACCESS	40	-	-	5.87
27	VOICE AND DATA- SSN INTERMACHINE TRUNK	3	-	-	10.04
28	DATA EXTENSION - VOICE GRADE DATA	286	-	-	7.66
29	PROTECTION RELAY VOICE GRADE	21	-	-	13.81

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SERVICE CATEGORIES	TOTAL REPORTS	APPOINT-MENTS MISSED	PERCENT MISSED	AVERAGE INTERVAL (HOURS)
30 TELEPHOTO AND FACIMILE	4	-	-	5.92
31 PROGRAM AUDIO 200-3500 HZ	4	-	-	11.90
32 PROGRAM AUDIO 100-5000 HZ	9	-	-	19.29
33 PROGRAM AUDIO 50-8000 HZ	11	-	-	7.37
34 PROGRAM AUDIO 50-15000 HZ	21	-	-	34.89
35 TV CHANNEL, ONEWAY 15kHZ AUDIO	0	-	-	-
36 TV CHANNEL, ONEWAY 5kHZ AUDIO	0	-	-	-
37 DIGITAL VOICE CIRCUIT	397	-	-	7.30
38 DIGITAL DATA -2.4kbps	31	-	-	11.06
39 DIGITAL DATA -4.8kbps	38	-	-	6.23
40 DIGITAL DATA -9.6kbps	637	-	-	6.37
41 DIGITAL DATA -56kbps	3724	-	-	4.20
42 DEDICATED HIGH CAPACITY DIGITAL 1.544 MBPS	3490	-	-	4.82
43 DEDICATED DIGITAL 3.152 MBPS	1	-	-	5.95
44 DEDICATED DIGITAL 6.312 MBPS	0	-	-	-
45 DEDICATED DIGITAL 44.736 MBPS	45	-	-	8.11
46 DEDICATED DIGITAL 45 MBPS or higher	8	-	-	1.64
47 DEDICATED ALERT TRANSPORT	1	-	-	4.55
48 DEDICATED DERIVED CHANNEL	2	-	-	3.35
49 DEDICATED NETWORK ACCESS LINK (DNAL)	35	-	-	10.14

Note: Appointments for maintenance are not available from the Special Services (OSSAM) system.

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GTE ESP

SERVICE CATEGORIES	TOTAL REPORTS	MISSED	PERCENT MISSED	AVERAGE INTERVAL (HOURS)
1 BUSINESS LINE	1	0	0.00%	8.70
2 PBX	11	1	9.09%	5.98
3 CENTREX	-	-	-	-
4 WATS	-	-	-	-
5 MOBILE	-	-	-	-
6 FEATURE GROUP A	-	-	-	-
7 FOREIGN EXCHANGE	-	-	-	-
8 FEATURE GROUP B	-	-	-	-
9 FEATURE GROUP D	-	-	-	-
10 DID (LINE AND TRUNK)	-	-	-	-
11 PACKET DDD ACCESS LINE	-	-	-	-
12 PACKET SYNCHRONOUS ACCESS LINE	-	-	-	-
13 PACKET ASYNCHRONOUS ACCESS LINE	-	-	-	-
14 PROTECTION ALARM	-	-	-	-
15 PROTECTION RELAYING	-	-	-	-
16 CONTROL CIRCUIT	-	-	-	-
17 TELEGRAPH GRADE 75 BAUD	-	-	-	-
18 TELEGRAPH GRADE 150 BAUD	-	-	-	-
19 VOICE- NON-SWITCHED LINE	-	-	-	-
20 VOICE-SWITCHED LINE	-	-	-	-
21 VOICE-SWITCHED TRUNK	-	-	-	-
22 VOICE AND TONE - RADIO LAND LINE	-	-	-	-
23 DATA LOW SPEED	-	-	-	-
24 BASIC DATA AND VOICE	-	-	-	-
25 VOICE AND DATA- PSN ACCESS TIE TRUNK	-	-	-	-
26 VOICE AND DATA- SSN ACCESS	-	-	-	-
27 VOICE AND DATA- SSN INTERMACHINE TRUNK	-	-	-	-
28 DATA EXTENSION - VOICE GRADE DATA	-	-	-	-
29 PROTECTION RELAY VOICE GRADE	-	-	-	-

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SERVICE CATEGORIES	TOTAL REPORTS	MISSED	PERCENT MISSED	AVERAGE INTERVAL (HOURS)
30 TELEPHOTO AND FACIMILE	-	-	-	-
31 PROGRAM AUDIO 200-3500 HZ	-	-	-	-
32 PROGRAM AUDIO 100-5000 HZ	-	-	-	-
33 PROGRAM AUDIO 50-8000 HZ	-	-	-	-
34 PROGRAM AUDIO 50-15000 HZ	-	-	-	-
35 TV CHANNEL, ONEWAY 15kHZ AUDIO	-	-	-	-
36 TV CHANNEL, ONEWAY 5kHZ AUDIO	-	-	-	-
37 DIGITAL VOICE CIRCUIT	-	-	-	-
38 DIGITAL DATA -2.4kbps	-	-	-	-
39 DIGITAL DATA -4.8kbps	-	-	-	-
40 DIGITAL DATA -9.6kbps	-	-	-	-
41 DIGITAL DATA -56kbps	-	-	-	-
42 DEDICATED HIGH CAPACITY DIGITAL 1.544 MBPS	-	-	-	-
43 DEDICATED DIGITAL 3.152 MBPS	-	-	-	-
44 DEDICATED DIGITAL 6.312 MBPS	-	-	-	-
45 DEDICATED DIGITAL 44.736 MBPS	-	-	-	-
46 DEDICATED DIGITAL 45 MBPS or higher	-	-	-	-
47 DEDICATED ALERT TRANSPORT	-	-	-	-
48 DEDICATED DERIVED CHANNEL	-	-	-	-
49 DEDICATED NETWORK ACCESS LINK (DNAL)	-	-	-	-

GTE INSTALLATION PARITY REPORT FOR ENHANCED SERVICES
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OCTOBER , NOVEMBER , DECEMBER 1996

ALL OTHER CUSTOMERS

SERVICE CATEGORIES	TOTAL ORDERS	DUE DATES MISSED	PERCENT DUE DATES MISSED	AVERAGE INTERVAL (DAYS)
1 BUSINESS LINE	191921	9795	5.10%	5.35
2 PBX	21416	4107	19.18%	15.55
3 CENTREX	55130	3492	6.33%	6.58
4 WATS	250804	10138	4.04%	4.78
5 MOBILE	67018	2491	3.72%	4.38
6 FEATURE GROUP A	0	-	-	-
7 FOREIGN EXCHANGE	2842	537	18.90%	14.16
8 FEATURE GROUP B	68	4	5.88%	13.62
9 FEATURE GROUP D	14447	354	2.45%	29.46
10 DID (LINE AND TRUNK)	9824	2080	21.17%	17.48
11 PACKET DDD ACCESS LINE	6	1	16.67%	21.00
12 PACKET SYNCHRONOUS ACCESS LINE	19	3	15.79%	10.68
13 PACKET ASYNCHRONOUS ACCESS LINE	0	-	-	-
14 PROTECTION ALARM	0	-	-	-
15 PROTECTION RELAYING	2	0	0.00%	12.50
16 CONTROL CIRCUIT	163	31	19.02%	27.48
17 TELEGRAPH GRADE 75 BAUD	10	9	90.00%	55.10
18 TELEGRAPH GRADE 150 BAUD	0	-	-	-
19 VOICE- NON-SWITCHED LINE	221	47	21.27%	18.19
20 VOICE-SWITCHED LINE	104022	3660	3.52%	4.14
21 VOICE-SWITCHED TRUNK	130918	4741	3.62%	4.48
22 VOICE AND TONE - RADIO LAND LINE	0	-	-	-
23 DATA LOW SPEED	43	2	4.65%	7.36
24 BASIC DATA AND VOICE	5051	747	14.79%	14.46
25 VOICE AND DATA- PSN ACCESS TIE TRUNK	98	9	9.18%	9.51
26 VOICE AND DATA- SSN ACCESS	7	5	71.43%	4.00
27 VOICE AND DATA- SSN INTERMACHINE TRUNK	5	0	0.00%	7.75
28 DATA EXTENSION - VOICE GRADE DATA	83	4	4.82%	10.44

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29	PROTECTION RELAY VOICE GRADE	0	-	-	-
30	TELEPHOTO AND FACIMILE	70841	3383	4.78%	4.72
31	PROGRAM AUDIO 200-3500 HZ	8	1	12.50%	8.13
32	PROGRAM AUDIO 100-5000 HZ	3	0	0.00%	4.50
33	PROGRAM AUDIO 50-8000 HZ	18	6	33.33%	4.92
34	PROGRAM AUDIO 50-15000 HZ	29	6	20.69%	7.46
35	TV CHANNEL, ONEWAY 15kHZ AUDIO	0	-	-	-
36	TV CHANNEL, ONEWAY 5kHZ AUDIO	0	-	-	-
37	DIGITAL VOICE CIRCUIT	559	164	29.34%	21.73
38	DIGITAL DATA -2.4kbps	69	13	18.84%	20.97
39	DIGITAL DATA -4.8kbps	204	28	13.73%	15.25
40	DIGITAL DATA -9.6kbps	1017	98	9.64%	13.26
41	DIGITAL DATA -56kbps	5782	780	13.49%	13.76
42	DEDICATED HIGH CAPACITY DIGITAL 1.544 MBPS	6706	1193	17.79%	22.24
43	DEDICATED DIGITAL 3.152 MBPS	0	-	-	-
44	DEDICATED DIGITAL 6.312 MBPS	0	-	-	-
45	DEDICATED DIGITAL 44.736 MBPS	63	16	25.40%	50.49
46	DEDICATED DIGITAL 45 MBPS or higher	35	9	25.71%	20.76
47	DEDICATED ALERT TRANSPORT	0	-	-	-
48	DEDICATED DERIVED CHANNEL	4	0	0.00%	12.25
49	DEDICATED NETWORK ACCESS LINK (DNAL)	2	0	0.00%	20.33

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MOBILE	67018	2491	3.72%	4.38
FEATURE GROUP A	0	-	-	-
FOREIGN EXCHANGE	2842	537	18.90%	14.16
FEATURE GROUP B	68	4	5.88%	13.62
FEATURE GROUP D	14447	354	2.45%	29.46
DID (LINE AND TRUNK)	9824	2080	21.17%	17.48
PACKET DDD ACCESS LINE	6	1	16.67%	21.00
PACKET SYNCHRONOUS ACCESS LINE	19	3	15.79%	10.68
PACKET ASYNCHRONOUS ACCESS LINE	0	-	-	-
PROTECTION ALARM	0	-	-	-
PROTECTION RELAYING	2	0	0.00%	12.50
CONTROL CIRCUIT	163	31	19.02%	27.48
TELEGRAPH GRADE 75 BAUD	10	9	90.00%	55.10
TELEGRAPH GRADE 150 BAUD	0	-	-	-
VOICE- NON-SWITCHED LINE	221	47	21.27%	18.19
VOICE-SWITCHED LINE	104022	3660	3.52%	4.14
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VOICE AND TONE - RADIO LAND LINE	0	-	-	-
DATA LOW SPEED	43	2	4.65%	7.36
BASIC DATA AND VOICE	5051	747	14.79%	14.46
VOICE AND DATA- PSN ACCESS TIE TRUNK	98	9	9.18%	9.51
VOICE AND DATA- SSN ACCESS	7	5	71.43%	4.00
VOICE AND DATA- SSN INTERMACHINE TRUNK	5	0	0.00%	7.75
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30 TELEPHOTO AND FACIMILE	70841	3383	4.78%	4.72
31 PROGRAM AUDIO 200-3500 HZ	8	1	12.50%	8.13
32 PROGRAM AUDIO 100-5000 HZ	3	0	0.00%	4.50
33 PROGRAM AUDIO 50-8000 HZ	18	6	33.33%	4.92
34 PROGRAM AUDIO 50-15000 HZ	29	6	20.69%	7.46
35 TV CHANNEL, ONEWAY 15kHZ AUDIO	0	-	-	-
36 TV CHANNEL, ONEWAY 5kHZ AUDIO	0	-	-	-
37 DIGITAL VOICE CIRCUIT	559	164	29.34%	21.73
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43 DEDICATED DIGITAL 3.152 MBPS	0	-	-	-
44 DEDICATED DIGITAL 6.312 MBPS	0	-	-	-
45 DEDICATED DIGITAL 44.736 MBPS	63	16	25.40%	50.49
46 DEDICATED DIGITAL 45 MBPS or higher	35	9	25.71%	20.76
47 DEDICATED ALERT TRANSPORT	0	-	-	-
48 DEDICATED DERIVED CHANNEL	4	0	0.00%	12.25
49 DEDICATED NETWORK ACCESS LINK (DNAL)	2	0	0.00%	20.33

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1 BUSINESS LINE	5	1	20.00%	7.40
2 PBX	-	-	-	-
3 CENTREX	-	-	-	-
4 WATS	-	-	-	-
5 MOBILE	-	-	-	-
6 FEATURE GROUP A	-	-	-	-
7 FOREIGN EXCHANGE	-	-	-	-
8 FEATURE GROUP B	-	-	-	-
9 FEATURE GROUP D	-	-	-	-
10 DID (LINE AND TRUNK)	-	-	-	-
11 PACKET DDD ACCESS LINE	-	-	-	-
12 PACKET SYNCHRONOUS ACCESS LINE	-	-	-	-
13 PACKET ASYNCHRONOUS ACCESS LINE	-	-	-	-
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17 TELEGRAPH GRADE 75 BAUD	-	-	-	-
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46 DEDICATED DIGITAL 45 MBPS or higher	-	-	-	-
47 DEDICATED ALERT TRANSPORT	-	-	-	-
48 DEDICATED DERIVED CHANNEL	-	-	-	-
49 DEDICATED NETWORK ACCESS LINK (DNAL)	-	-	-	-